

Your outpatient visit to Cleveland Clinic London

PREPARING FOR YOUR APPOINTMENT

► **Cleveland Clinic London Hospital**



Welcome

Thank you for choosing **Cleveland Clinic London** for your treatment.

Cleveland Clinic is one of the leading providers of specialised medical care in the world, focused on providing clinical excellence and superior patient outcomes. We have hospitals, clinics and wellness centres in the United States, Canada, the United Arab Emirates, and now here in the U.K.

Our **‘Patients First’** philosophy is at the heart of everything we do at Cleveland Clinic London. We pride ourselves on providing expert clinical care, delivered by doctors who are leaders in their fields. Our leading-edge techniques, technology and procedures are designed to enhance your journey with us and to ensure you receive the highest standards of care.

This guide includes important information about your outpatient appointment, including what to expect when you arrive and during your visit.

We are committed to making sure your visit to Cleveland Clinic London is as comfortable as possible. Our Patient Experience Team is on hand at every stage to ensure everything runs smoothly and to answer any questions you may have.

➤ **We look forward to welcoming you.**



➤ Getting here

Cleveland Clinic London Hospital is located at **33 Grosvenor Place**, near Buckingham Palace, in central London. The postcode is **SW1X 7HY**.

Our hospital is well connected, with plenty of transport options. However, do plan ahead and remember that traffic and transport can be busy in central London.

We encourage patients to travel by public transport or taxi, or to be dropped off by a friend or relative, as we do not have an onsite car park.

TRAVELLING BY CLEVELAND CLINIC LONDON'S SHUTTLE SERVICE

We offer a complimentary electric shuttle service for our patients and visitors who need to travel between our main hospital at 33 Grosvenor Place and our Portland Place Outpatient Centre at 24 Portland Place.

The shuttle service runs every hour and is available Monday to Friday from 7 a.m. to 8 p.m. and Saturday from 7 a.m. to 2 p.m. Our vehicle is accessible to wheelchair users.



TRAVELLING BY PUBLIC TRANSPORT

The nearest London Underground stations to our hospital are Victoria (Victoria, Circle and District Lines) and Hyde Park Corner (Piccadilly Line). Victoria is a mainline railway station, and also has direct links to Gatwick Airport via the Gatwick Express. There are also many bus routes that go past or near the hospital.

TRAVELLING BY CAR

Our hospital is in a metered parking area with several pay and display bays which allow parking for up to four hours. These bays are all within a short walking distance from the hospital on Chester Street, Chapel Street and Montrose Place.

There is a drop-off and pick-up point outside both entrances of the hospital, on Grosvenor Place and Chester Street.

We are able to offer a limited number of parking bays to our patients and visitors. These are available at Euro Car Parks - a few minutes' drive from the hospital:

The Mayfair Car Park
Park Lane
Achilles Way
London
W1K 1AB

All bays need to be pre-booked prior to arriving, using the RingGo App - below steps:

1. Go to the App Store and download the RingGo Parking App
2. Register with your email address, mobile number and set password
3. Type in "search by code" - code for patients and visitors – enter 32521

If you have any queries with regards to the parking, please contact at cclfrontofhouse@ccf.org.

ACCESSIBILITY

Our hospital is wheelchair-friendly, with lift access to all floors.



› Services

We will do everything we can to make sure you have a comfortable visit to Cleveland Clinic London. Services and amenities that will be available during your visit include:

- **Pharmacy:** Our pharmacy service is an integrated part of your care team. Working closely with the consultants and nurses looking after you, our expert, friendly pharmacy team will be available to address any concerns you may have about your medicines. Medicines prescribed by your care team will be issued to you as a printed prescription for you to take to your local pharmacy for dispensing.
 - **Interpreters and translation:** It is important that you understand all the information you are given about your treatment and care. We can provide interpreters free of charge for any language. Interpreters are available by phone or on site. We also can provide a British Sign Language interpreter at no charge, if required.
- For more information, call our Global Patient Services Team at [+44 \(0\)20 3423 8000](tel:+442034238000).
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› What to bring with you

There are a few things that you will need to bring with you to your appointment:

- **Proof of identity:** If not already provided, please bring proof of your identity, such as a driving license or passport.
- **Test results and scans:** If you have the results of any medical tests done by another healthcare provider, please bring them with you.
- **Medicines:** Please bring a copy of your usual prescriptions or a list of medicines that you are currently taking. If bringing a list, please include the details of each medicine, such as the dose you take and when and how often you take it. This includes any inhaled or injected medicines and over-the-counter medicines and supplements, as well as any oral medicines such as tablets, capsules and liquids.
- **Entertainment:** There is complimentary Wi-Fi so you can connect from your personal laptop or tablet. We also provide a digital platform where you can access a wide variety of electronic newspapers and magazines.



➤ On the day of your appointment

Please arrive 15 minutes before your scheduled appointment. Our Front of House Team will greet you and assist you with directions. If you have completed your registration electronically, please follow the instructions that will appear on your mobile phone or other device. If you have any questions or need assistance please do not hesitate to contact us.

BRINGING FRIENDS OR FAMILY WITH YOU

It's normal to feel anxious before your appointment. Please know you're not alone. You will have an entire healthcare team focused on your safety and well-being.

To respect all other patients, we ask that you minimise the number of people accompanying you. We encourage you to read the Visitor Information section on our website. The information will be useful for you and your family.

Please ask your visitors to stay at home if they have a cough, cold, diarrhoea or vomiting. Visitors must use antibacterial hand wash before entering and upon leaving the hospital.





MEETING YOUR CONSULTANT

Before meeting your consultant, you may speak with a nurse who will seek further information from you prior to your appointment. You will then meet the consultant, where you will be given the opportunity to discuss the reason for your visit and plan your care. To make the most of your appointment, be sure to ask your doctor any questions or express any concerns you have.

ASSESSMENT AND MEDICAL HISTORY

Your consultant will go through your medical history with you, and discuss your symptoms or the health problems you are currently having. They will then be able to advise about the best care plan for you. If they recommend treatments or a procedure, they will go through this in detail. If you are unsure of anything, please do not hesitate to ask them to explain it further.

Your consultant may need to carry out a physical examination. You may need to undress and change into a gown, which we will provide.

CHAPERONE

If you would like a chaperone at any time during your appointment, please ask a caregiver to arrange this for you.

TESTS

As a result of your consultation, we may need further information and therefore require further tests, such as blood tests and X-rays. This may be carried out on the same day, or we may ask you to come back another day.



➤ After your appointment

You will be provided with an after-visit summary, which includes details of what happened during your appointment, the results of any tests and your recommended treatment plan. Should you have any further questions, please do not hesitate to contact the nursing team.

If you need to see another doctor, we will make every effort to schedule additional tests and consultations at the earliest available time. This will be arranged by our Patient Access Team.

With MyChart, our online health management tool, you can use your computer, mobile phone or tablet to access important information in your electronic medical record. You can view test results, message your doctor, schedule appointments and more.

➤ To learn more about MyChart, including how to sign up, visit clevelandcliniclondon.uk.

➤ Your views and feedback

HOW WAS YOUR VISIT?

Whether you are a patient or a visitor to Cleveland Clinic London, we would like to ensure your experience is a positive one. We would be grateful if you would provide us with feedback by completing the patient experience survey provided during your visit.

If we have not met your expectations, we also would like to hear from you to understand what we can do to improve our service. If you would like to speak directly with our Patient Experience Team, email patientexperienceCCL@ccf.org.

➤ Contacting us

U.K. PATIENTS

Contact us

➤ **+44 (0)20 3423 7000**

INTERNATIONAL PATIENTS

Global Patient Services Team

➤ **+44 (0)20 3423 8000**



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